

Employment **SECURITY**

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RICHARD S. BROTHERS, Commissioner
DARRELL L. GATES, Deputy Commissioner

November 21, 2005

Mr. William Carlson, Regional Administrator
USDOL/ETA
Room E-350
JFK Federal Building
Boston MA 02203

Dear Mr. Carlson,

During Program Year 2004 (7/1/04 – 6/30/05), New Hampshire Employment Security (NHES) received approximately \$269,663 for the Reemployment Services Program. As this money was once again intended for reemployment services for claimants, and as part of our fourth year plan, NHES continued our commitment to focus on quality services to our claimant population and assisting them with their reemployment efforts. During this time period, the economy in our state improved from the previous year. With the state of NH's economy improving, the end result was continued success in assisting claimants in returning to the workforce.

The number of claimants registered in our Job Match System during Program Year 2004 was 32,377. This was a twelve percent decrease over the previous year. Also during this time the number of customers using the resources available in our Resource Centers decreased by three percent over the previous year, 174,319 to 169,098. Even with the decrease in the workload due to the improved economic conditions, the staff in the local offices continued to focus their efforts on the reemployment activities for claimants.

NHES continued to record and report timely, needed data in our Job Match System and, once again, established entered employment goals for each of the local offices. As a state, our goal was an entered employment of 8,018 claimants for the Program Year 2004. Based on NHES' reporting procedure the Program Year ending June 30, 2005, NHES assisted 12,225 claimants in becoming reemployed. This number represented a fifty-two percent increase over our goal and a four percent increase over the previous year. As the economy in NH improved during Program Year 2004, the staff was able to assist slightly more than twelve thousand claimants in reentering the labor force.

As with the previous year, one of the reasons for our success was the focus placed on assisting claimants with their reemployment efforts. Staff diligently worked with the claimant population through assessment interviews, job referrals, job developments, workshops, etc., to provide advice and guidance as these individuals

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were seeking new employment. Another reason for success was a more intensive focus placed on the Eligibility Review Interview process. This provided structure and guidance to the staff, as well as the claimants, as these interviews were held on a regular basis with as many claimants as was possible. During Program Year 2004, NHES continued to seriously track the number of reviews conducted, assisting claimants as often as was feasible with the number of staff allocated to each of the local offices. Through this tracking mechanism, staff conducted 29,558 Eligibility Review Interviews with claimants. The latter began to understand we were serious about assisting them in their reemployment efforts and as such we would examine what they had done in seeking reemployment. The staff was also able to make a connection to their claimant population as they worked with them on a more regular basis.

Another very important reason for our success was the continued employment service training established during the past three years. The staff continued to learn how to conduct effective and efficient interviews with claimants and also how to correctly report results in our Job Match System to ensure the data properly recorded their activities and successes. This allowed staff to have confidence in their abilities, and in turn, this confidence was passed on to the claimants receiving the reemployment services.

The ETA 9002C for quarter ending 6/30/04 indicated NHES assisted 24,207 claimants in entering employment and for quarter ending 6/30/05 NHES assisted 20,894 claimants in entering employment. Our plan had indicated the primary outcome expected was a fifteen percent increase in the number of claimants entering employment from Program Year 2003, translating to an increase of 3,500 claimants entering employment. NHES had a fourteen percent decrease over the previous year, with approximately 3,000 fewer claimants entering employment. Although our goals were not reached, the staff was still instrumental in assisting slightly over 20,000 claimants in their reemployment efforts.

If you require more information, please feel free to contact me.

Sincerely,



Doris Lachance
Employment Service Bureau Director